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(54) Call center

(57) An object is dynamically created which contains all of the information relating to connections established during a transaction. This object also contains information and/or pointers to information which was used in a communication during the transaction. The object further contains tests for triggering events. When a triggering event occurs the connections are automatically re-established so that a further communication relating to a transaction may be accomplished with excellent efficiency and without any duplication of effort by an agent (including an electronic agent or device) to locate information which was located during the previous communication. The test is administered by a business process mediator, which invokes a business task mediator, which may invoke multiple lesser task mediators, each

of which may invoke additional lesser task mediators. Task mediators perform functions ranging from a lower level function, such as detecting a dial tone, to a higher level function, such as connecting a customer to an agent and providing all relevant customer information to the agent. The calling of a higher level task mediator automatically invokes the calling of the lesser, lower level task mediators necessary to accomplish the specified task. Thus, the various task mediators automatically reconstruct the connections necessary to accomplish the further communications. The communications may be by telephone, conventional mail, facsimile, electronic mail, internet, wireless, satellite, cable TV, radio, or other means and may involve audio, video, text, facsimile or electronic mail documents, pictures, spreadsheets, etc.

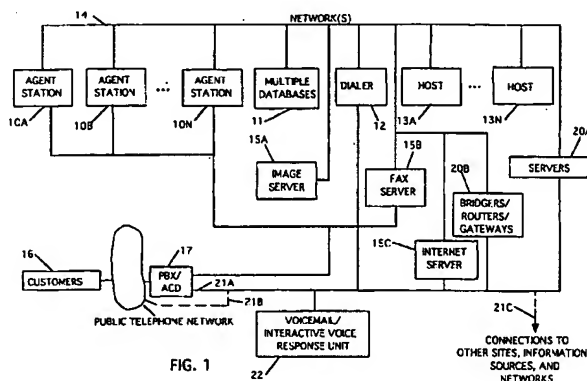


FIG. 1

CONNECTIONS TO
OTHER SITES, INFORMATION
SOURCES, AND
NETWORKS



European Patent
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EUROPEAN SEARCH REPORT

Application Number
EP 97 30 2951

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
X	EP 0 425 161 A (AMERICAN TELEPHONE & TELEGRAPH) 2 May 1991 (1991-05-02) * column 3, line 11 - line 50 * ---	1-3,13, 29,30	H04M3/50
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A	EP 0 633 685 A (TEKNEKRON INFOSWITCH CORP) 11 January 1995 (1995-01-11) -----		TECHNICAL FIELDS SEARCHED (Int.Cl.6) H04M
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 9 November 1999	Examiner Vandevenne, M
CATEGORY OF CITED DOCUMENTS X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date O : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document			

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CLAIMS INCURRING FEES

The present European patent application comprised at the time of filing more than ten claims.

- ☐ Only part of the claims have been paid within the prescribed time limit. The present European search report has been drawn up for the first ten claims and for those claims for which claims fees have been paid, namely claim(s):
- ☐ No claims fees have been paid within the prescribed time limit. The present European search report has been drawn up for the first ten claims.

LACK OF UNITY OF INVENTION

The Search Division considers that the present European patent application does not comply with the requirements of unity of invention and relates to several inventions or groups of inventions, namely:

see sheet B

- ☒ All further search fees have been paid within the fixed time limit. The present European search report has been drawn up for all claims.
- ☐ As all searchable claims could be searched without effort justifying an additional fee, the Search Division did not invite payment of any additional fee.
- ☐ Only part of the further search fees have been paid within the fixed time limit. The present European search report has been drawn up for those parts of the European patent application which relate to the inventions in respect of which search fees have been paid, namely claims:
- ☐ None of the further search fees have been paid within the fixed time limit. The present European search report has been drawn up for those parts of the European patent application which relate to the invention first mentioned in the claims, namely claims:



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**LACK OF UNITY OF INVENTION
SHEET B**

Application Number
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The Search Division considers that the present European patent application does not comply with the requirements of unity of invention and relates to several inventions or groups of inventions, namely:

1. Claims: 1-24; 29,30

Establishing a second communication using information
contained in a composite call object

2. Claims: 25-28

Method or system for implementing a predetermined process in
response to the occurrence of a triggering event.

**ANNEX TO THE EUROPEAN SEARCH REPORT
ON EUROPEAN PATENT APPLICATION NO.**

EP 97 30 2951

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report. The members are as contained in the European Patent Office EDP file on
The European Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

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For more details about this annex : see Official Journal of the European Patent Office, No. 12/82